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"A good records manager sees beyond the records to the company's major goals," said Tom Wilds. "Records management is only one aspect of the total operation of the organization. The important thing is to understand the organization, its people and its people and its goals. The records manager should strive to help his company attain those goals. He has to view records management problems as a facet of general business problems, and approach those problems pragmatically and on an individual basis. Administration is not an end in itself. Administration has to be subordinate to the goals of the organization. We shouldn't have records management for the sake of records management."

"The professional records manager deals with people and programs not paper shuffling," said Al Negus.

The past quarter century might be called "The Paper Age of Records Management" for paper records have been the overwhelming concern of the profession. However, in the years ahead, John Porter sees records managers becoming increasingly concerned with more sophisticated forms; microfilm, tape, etc. --- and with record sources.